Department of Information Services
CUSTOMER ADVISORY BOARD
October 22, 2001
Meeting Minutes

Attending:
Thomas Bynum, Chair, Employment Security Department
Gary Schricker, Vice-Chair, Department of Health
Jim Albert, Office of the Attorney General
Brian Backus, Office of the Administrator for the Courts
Sue Fleener, Department of Licensing
Mike Gray, Department of Corrections
Bob Griesel, Office of Financial Management
Marla Kentfield, Office of the State Treasurer
Mike Kretzler, Utilities and Transportation Commission
Gary Maciejewski, Department of Agriculture
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Bill O'Brien, Department of Transportation
Clark Palmer, Washington State Patrol
Dan Parsons, Washington State Patrol
Herb Potter, City of Olympia
Susie Smith, Office of the State Auditor
Mike Stack, Community, Trade & Economic Development
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor and Industries

DIS Staff:
Gary Robinson, Acting Director
Paul Taylor, Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Dennis Hausman, Management & Oversight of Strategic Technologies
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Ellen Langley, Office of the Director
Mike McVicker, Telecommunications Services Division
Tom Parma, Management & Oversight of Strategic Technologies

Welcome and Introductions:
Paul Taylor, Deputy Director, Department of Information Services (DIS), called the meeting to order at 1:30 p.m.

Subcommittee Reports:
Human Resources – Doug Tanabe, Department of Personnel (DOP), had nothing to report.

Infrastructure – Bob Griesel, Department of General Administration (GA), reported that there was no CAB infrastructure meeting this month. The Windows 2000 Server is almost complete. The Forest Applications Developers Committee is holding meetings to define potential business uses for the active directory and is urging all agencies to be represented during the discussion. Interested parties should contact Gregg Arndt at 664-6418 or gregga@dop.wa.gov.

Mike McVicker, DIS, stated that the first draft of the charter document that establishes a statewide incident response team has been delivered.

State/Local Government – Dan Parsons, Washington State Patrol (WSP), stated that ACCIS met last week and presentations were given by several agencies. He will discuss this further at the next meeting.

Rates – Mike McVicker stated that the Rates and Services Subcommittee met and approved the rate model for the Windows 2000 project.

ISB Core Systems Subcommittee – Everett Billingslea, Chair of the Information Services Board, joined the CAB to explain the function of the Core Systems subcommittee, which is to develop a consistent enterprise view of dealing with mission critical systems as they mature and their owners contend with the decision to extend, refurbish, rehost or replace them.

Paul Taylor stated that the subcommittee will create a framework for understanding the core systems initiatives. Gary Robinson, DIS, added that the subcommittee should provide guidance on IT budget requests and proposals.

Mr. Billingslea invited people to self-nominate for the initial committee meeting, which will be held in November or early December.

Emergency and Threat Response – Gary Robinson stated that the Governor has a cabinet group working on security issues. NASCIO will have a meeting in early November regarding security of computer and transmission systems.

State Perspective – Don Miller, Emergency Management Division (EMD), explained the structure of EMD. He stated that there are many different IT systems used for notification and communication. On September 11, EMD called in the State Patrol and Department of Transportation representatives and stayed active for 9 days. Many people offered their services, which EMD passed along to FEMA.

State Patrol Perspective – Dan Parsons, Washington State Patrol (WSP), introduced Sgt. Steve Belts, Computer Forensics Unit for the WSP. Sgt. Belts explained that they are a support unit that supports cities, counties, state and federal government. He stressed the need for the development of an incident response plan, and would be willing to help with that. If there is a computer emergency, the local police department should be contacted first. He also stated that he would be glad to hold training on how to preserve evidence to anyone interested.

Security Verification Letter Update – Tom Parma, DIS, said that the deadline for the first submission was October 8. Forty boards/agencies have submitted letters. Those letters will be formally submitted to the Information Services Board (ISB) at the December meeting.

AT&T Toll Free Customer Service Update – Mike McVicker stated that DIS sent a letter on October 2 to AT&T which outlined the failure of AT&T to perform under the master contract. AT&T responded on October 19, stating that they have corrected all rates for services provided that were previously billed incorrectly. They also stated that all letters of disconnect and unprofessional phone calls will be stopped. Mr. McVicker asked that any agency that continues to have problems with AT&T contact him.

Digital Government Applications Academy – Dave Kirk, DIS, said the Academy's E-Licensing 101 course finished on October 11th. Ten state and local agencies participated. L&I's prototype of the Electrical Contractors License application is on schedule to be completed at the end of November. A template documenting the collaborative decisions of the participating agencies will be available soon.

A course on Content Management will take place in February-March of 2002. A follow up to E-Licensing is also being considered.

Digital Government– Paul Taylor stated that the Washington Software Alliance (WSA) previously recognized the good work of the private sector and is now also open to the public sector. He encouraged any agencies that have developed new applications to self nominate.

Portfolio II Update – Stan Ditterline, DIS, stated that a CAB Subcommittee was formed, which has met once and reviewed two policies. They will present to the Board early next year.

Protocol for Privacy Preference (P3P) – Paul Taylor said that Representative Laura Ruderman asked at the July ISB meeting if the state websites were P3P compliant. In discussions with Microsoft, which is implementing the cookie-related components of P3P in the IE 6.0 browser, the implementation is much narrower than the protocol as a whole. He requested that agencies test their sites using IE 6.0 to check for false positives or negatives of the new privacy feature and report back to the CAB.

Supplemental Budget Reductions
Technology and Digital Government Pool – Wolfgang Opitz, Office of Financial Management, stated that there is approximately a $1 billion shortfall in the budget. OFM is looking carefully at what can be done to get through this budget and is also looking for ways to cut spending.

He stated that the digital government pool has an appropriation authority (not actual funds) to support projects for citizens, whereas the technology pool is actual money. The technology pool attempts to address $15 million in need with $7.5 million in appropriation. This money is appropriated for one time purchases, such as servers. Any programs that can be slowed/stopped should be at this time. Although there is not currently a hiring freeze, agencies should use discretion in what positions they fill. Internet service fund agencies should take a hard look at the services they supply and see if they can save money.

New Business – Mike McVicker stated that the Microsoft Enterprise/Select agreements have been extended from October 1, 2001, to June 30, 2002. If you have recommendations, please contact Kari Inman or Scott Smith.

Thomas Bynum stated that due to the holidays, the December meeting is cancelled. The January meeting date will be announced at a later date.

Mr. Bynum spoke of the formation of a best practices subcommittee. Marla Kentfield, Office of the State Treasurer, suggested that the DIS Management and Oversight of Strategic Technologies Division or ACCIS would be good places to start.

Meeting adjourned at 3:15 p.m.